



COMMISSIONER
HAROLD W. CLARKE

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AROUND THE BLOCK

MARCH 2008



"The Eagle" has landed... Maintaining the Perfect Partnership

By Jennifer Gaffney

A wise man once said that the best part of an institutional audit is the sight of the back of the auditors' heads as they exit the institution. The Policy Development and Compliance Unit (PDCU) has learned not to take this personally. Instead, the philosophy of the PDCU is to foster their relationship with both state and county facilities as a partnership. Through this partnership, we all work toward the common goal of enhanced public safety, a safer and productive work environment for personnel, and confinement in a humane setting for the inmate population.

Led by Director Dave Nolan and Deputy Director Paul Cruise, the PDCU is comprised of a team of seven auditors and an executive assistant. The team is ambitious, well experienced and possesses a variety of correctional expertise having worked at many of the Department of Correction facilities. Despite their current mission, staff in the unit have first hand understanding of the complex challenges of running day to day prison operations and the preparation and efforts necessary by all staff to prepare for an audit.

The PDCU is tasked with conducting annual audits pursuant to 103 DOC 112 Facility Inspections at all 18 state facilities and five divisions (Central Headquarters, Central Transportation Unit, Special Operations, Training Division, and Correctional Industries). The newly implemented five day state audit process provides a comprehensive assessment of the overall facility operations, statutory regulations, Department of Correction policy as well as National Correctional Standards as issued by American Correctional Association (ACA) standards of compliance. Through its partnership with the facilities, the PDCU takes pride in the fact that all eligible Department of Correction facilities are fully accredited (Eagle Status), making the Commonwealth one of ten states nationwide to earn full accreditation. This accomplishment has aided this agency in improving overall operations and has given a sense of achievement in knowing we are rated among the best. [\(story continued on page 2\)](#)

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From left to right: Tim Gotovich, Nancy Agoglia, Rob Bailer, Jennifer Gaffney, Dave Nolan, Melissa Coache, Paul Cruise, Kate Silvia and Michael Sousa



One Auditor within the PDCU currently has an assignment that outweighs any audit, task or challenge faced by the unit on any given day. Michael Donaher, a Lieutenant Colonel for the Army National Guard, is currently working for our country on the front line in Iraq. We are proud of his commitment to our country and eagerly await his safe return to the unit.



From the Editors

In the months to come we want to feature different Divisions and Facilities. Don't be surprised if we call you next!

"The Eagle" has landed... (cont. from Pg 1) By Jennifer Gaffney

Bi-annual audits of every county house of correction, jail, women's facility, correctional alternative and alcohol center are also conducted by PDCU. To accomplish this mission the standards found in 103 CMR 900 County Correctional Facilities - General Provisions are divided into four annual cycles. Each cycle consists of an initial audit to assess facility operations and to gauge compliance with applicable standards. A follow up audit is conducted six months after the initial audit in order to assess if corrective action was taken on deficiencies noted. Many county facilities have begun requesting additional assistance as they are also moving toward ACA accreditation.

In addition to auditing and providing technical assistance, the PDCU partners with state, county, city and town personnel to develop and present training classes to include fire safety officer and environmental health and safety officer certification training, as well as state and county guest auditor training. Completion of guest auditor training allows participants the opportunity to participate in an audit at a state and/or county facility. Participating in an audit provides a guest auditor the unique opportunity to learn the process first hand while being resourceful to both the facility as well as the PDCU. With increased understanding of the auditing process, guest auditors are better prepared for their next visit by the PDCU. It is a partnership that is of benefit to and appreciated by all.

Policy development and institutional procedure reviews are a continuous work in progress by the PDCU. The team is continuously reaching out to other state, city and town agencies in an effort to discover policies, procedures and best practices that will benefit all agencies within the commonwealth. We work diligently to provide assistance, share experience and relay any deficiency in a positive, constructive non-adversarial manner. Through this philosophy, facilities receive the support needed to face the challenges that confront correctional professionals on a daily basis.

City of Boston Hosts Re-Entry Summit

By Gerri Riley

To address the significance of offender reentry and the impact that it has on the community, Mayor Thomas M. Menino and Boston Police Commissioner Ed Davis jointly hosted the Boston Re-Entry Summit at Northeastern University's Curry Center Ballroom on November 15, 2007. Hundreds of attendees comprised of criminal justice agencies and community based service providers listened intently to the keynote remarks from both Mayor Menino and Commissioner Davis as they both highlighted the "importance of us all coming together to tackle the reentry issue."

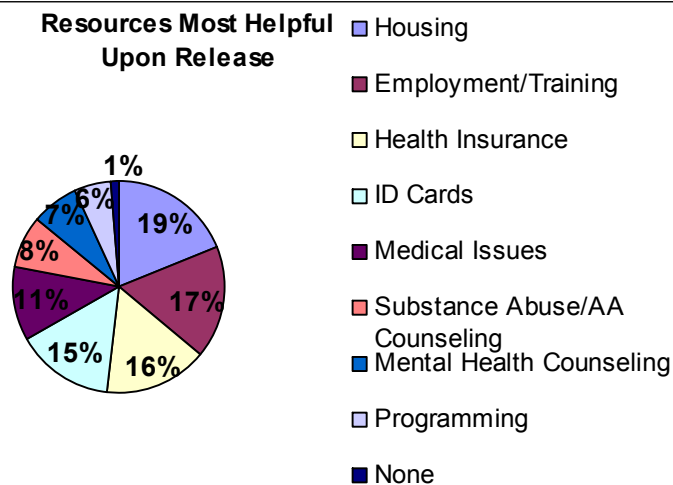
Recognizing the need to pull together partnerships to develop prevention programs and community policing, Commissioner Davis stressed that public safety records are "indicating that a small number of people are responsible for the large number of crimes and violence in the city. If we don't work together we will not succeed and we need to help people who want to be helped."

Deputy Commissioner of Classification, Programs, and Reentry Division, Veronica Madden, represented the DOC as a member of the panel during the law enforcement briefing section. She increased the knowledge base of the attendees by presenting the DOC flowchart on Reentry which indicated that release planning begins upon commitment to the DOC and intensifies during the last 12 months of incarceration. Other law enforcement panel members included representatives from the following criminal justice agencies: Boston Police Department, Department of Youth Services, State Probation, Massachusetts Parole Board, Federal Probation, and Suffolk County House of Correction.

The Boston Police Department intends to reconvene the summit in the winter months to improve information sharing, networking opportunities and lessons learned in the areas of reentry. In recognition of the fact that most inmates are released back to the City of Boston, the DOC has established an ongoing partnership with the Boston Police Department via the Office of Investigative Services and the Reentry Services Division. We will continue to update everyone on the outcomes of these summits as we improve district unity for successful community re-entry of our offender population.

The Department's Reentry Services Division has coordinated with the Parole Board to provide "Reentry Presentations" to inmates within six months of release on topics including, but not limited to Reentry Housing Program, Regional Reentry Centers, Parole's Transitional Housing Program (formerly VOI/TIS), Employment and Mass Health. Since the presentations began in March 2007, approximately 35 presentations have been conducted. These presentations will continue to be conducted quarterly at each of the DOC facilities. Feedback forms were distributed to the inmates in order to determine if the resources presented were viewed as valuable and presented in a clear and precise manner.

Resources Most Helpful Upon Release



MCI Shirley Wish Project

By Christine Pare

In October 2006 MCI Shirley Wellness began a partnership with the non-profit "Wish Project" and held its 1st annual "Blanket the Valley Month." Slightly used blankets and coats were collected for the needy during the month of October and delivered to their warehouse in Lowell. Over 100 coats/blankets were collected. In October 2007, the 2nd annual coat/blanket drive was held and with the help of MCI Concord, NECC, Secure Facilities Unit Staff and the Shirley Training Academy, over four car loads of coats and blankets were collected for needy elderly, families, battered women, teens, children with AIDS and new immigrants. More than 80% of the 200,000 clients they serve are women and children. Roughly 33% are spousal assault victims. The Wish Project works with over 100 social service agencies throughout MA and Southern NH, getting their clients things they have on their "wish list." Many needs are seasonal, like warm coats and blankets. Most wishes are for furniture, home and baby goods. If anyone would like to view their website or get involved with any of the monthly service projects please visit them online at: www.lowellwishproject.org.



Care Packages for the Troops

By Christopher Fallon

Recently, correction officers at MCI Cedar Junction put together care packages for correctional staff serving in the military overseas. The care packages included items such as peanut butter, fluff, New England Patriots photos, candy, gum, shampoo, soap and other assorted toiletries. The effort was spearheaded by Lieutenant Mary Lynch. The two officers pictured in the photo carrying care package boxes are CO Keith "Balboa" Bianchini (left) and CO Jeffrey "Clemcadiddlehopper" Clement (right).



Visit the New MassCor Shirley Showroom

BY Justin Latini

A new MassCor showroom opened on January 14th in the Shirley Correctional Complex grounds across from the Joseph Ribeiro Training Center. The showroom is open 8:00 am - 4:00 pm, Monday through Friday. MassCor would like to extend our deepest appreciation to all those who worked throughout the year to make our opening a great success. We encourage staff to stop by to see this historical site located in a Shaker building that was completely rehabbed by staff and inmates.

Don't forget that all DOC staff are entitled to a 10% discount when you show your DOC ID!

We accept cash, checks, Master Card & Visa. Our web site can be accessed at MassCor.us (This is an external site and is not accessible from Departmental computers. Please check this site from home.)

Our staff hopes to see you there!



The staff from Around the Block want to thank **Sharon Ficco** for all her hard work editing and designing the past two newsletters. We couldn't have done it without you!

SPOTLIGHT ON NECC



Out of the Ordinary By Susan Lynch

Thousands of people drive by Northeastern Correctional Center in West Concord everyday. Many people who drive by do not realize that we are a Correctional Institution due to the beautiful landscaping and the herd of beef cattle grazing on the land.

For many years, the farm at NECC consisted of 280 dairy cattle that supplied most Massachusetts DOC facilities with milk. In 2002, the dairy farm operation closed, however a beef cattle operation began. All the beef cattle from MCI Shirley were moved to NECC.

This operation is a self supporting program. Hay and corn are grown in the summer months to feed the cattle all year round. Donations of bread and pastries from local bakeries supplement the feed for the cows. Both the hay and the cows are sold throughout the year to pay for the operation of the farm program. There are ten inmates who are assigned to the farm each day. At the present time, there is a count of 80 cows, 54 calves and one bull.

The breeding program consists of one Black Angus bull that is loaned to the program for several months from a local farm. Since 2002, we have only used Angus Bulls for breeding with the goal of encompassing a pre-dominate Angus influence. The cattle are considered a 'closed herd' which makes disease control much easier to maintain and the use of antibiotics minimal.

The farm is important to inmates, staff and the community. We take pride in our operation and work hard for a successful program.



NECC's Habitat For Humanity By John Larson

Northeastern Correctional Center's Habitat for Humanity inmate work crew provides essential man power skills such as refurbishing existing houses and building new homes from start to finish for local communities. The program is designed to teach inmates basic construction experience from rough framing to finish carpentry. Inmates are carefully screened (through the Classification process) and hand selected to ensure they have the ability to be successful in this endeavor. The inmate work crew consists of four to five men who are supervised by a DOC Industrial Trade Specialist five days per week.

Over the years, NECC's Habitat Crew has worked in partnership with the Habitat for Humanity Organization on several projects in many towns in Massachusetts. Through our volunteer inmate labor, we assist Habitat to build and rehabilitate houses. Habitat houses are sold to partner families at no profit and financed with affordable loans. The homeowner's monthly mortgage payments are used to build more Habitat houses.

Culinary Arts at NECC By Ellen Flaminio and Maribeth Ivarson

NECC is fortunate to have an outstanding Culinary Arts program. This vocational program trains inmates in entry level culinary skills. The first three months focus on obtaining the knowledge and skills required to successfully pass the National Restaurant Education Foundation's certifying exam on sanitation and hygiene. Students who pass this exam are awarded the ServSafe certificate. The remaining seven months focus on professional cooking and serving meals in restaurant-like conditions.

The Culinary Arts program serves not only DOC employees, but also the general public. Local citizens and groups can often be seen enjoying the fine meals served at the "Fyfe and Drum" restaurant, located at NECC, which has become so busy that people are often waiting in line for a seat. They all want to sample the surprisingly varied menus that include some ethnic dishes and the daily "Light Side" low calorie menu option. In fact, the restaurant has become so well known that it was featured on the New England Cable News TV Diner show as a favorite "cheap eats" option for locals. On designated dates, the restaurant actually closes its doors at noon to serve the local *Council on Aging* groups. These dinners are always a big hit with the elderly.

Many special events are hosted by the NECC Culinary Arts Program, including staff and community meetings, training sessions, graduations, volunteer appreciation events and family days for the children. During Thanksgiving, the Culinary Arts program provided 275 holiday pies that went to area shelters and needy families. At Christmas, they donated an amazing Gingerbread Village to the Franciscan Hospital for Children in Brighton. The entire prison community, staff and inmates alike, takes pride in the Culinary Arts program and what it does for our local communities.



An Apple A Day By Christopher Lakey

Nestled on the back roads in the quiet town of Littleton, Massachusetts, you will find a quaint orchard by the name of Nagog Hill Farms. The 128-acre fruit orchard has been around since the late 1700's and has been operated by a gentleman named Charles Auger for the last 10 years. The orchard is known for growing peaches, pears, nectarines and many varieties of apples. Some of its unique apple varieties include Macintosh, Golden Delicious, Cortland, Red Spy, Empire, Honey Crisp, Red Corts and Granny Smith.

This past fall, inmates from Northeastern Correctional Center were given the opportunity to work for Nagog Hill Orchards. For eight hours a day the inmates picked, separated, cleaned and packed apples for the orchard. In exchange for inmate labor, Mr. Auger donated numerous bins of fruit to the Department of Correction. The apples were distributed throughout all the correctional facilities in Massachusetts, which ultimately saved the State and the Department of Correction over \$100,000. Most importantly, however, the inmates working at the orchard were given an opportunity by Mr. Auger to learn labor skills and work ethic. They were also able to reap the benefits of their hard work, along with other inmates throughout the state, by being served some of those very apples. It was truly a wonderful experience for all involved and we look forward to partnering up with Mr. Auger for the 2008 season.



NECC's Habitat Crew is currently working on an 'Environmentally Friendly' building at South Middlesex Correctional Center. Inmates have installed energy efficient materials and are building a house that will ultimately save the Department money. Once completed, the building will be used for female offenders to hold their approved overnight visits with their children.

A Penny Saved Is a Penny Earned at NECC By Dan Monsen

Despite limited resources and a small maintenance department, Northeastern Correctional Center's Maintenance Department has done an outstanding job in saving the DOC hundreds of thousands of dollars annually.

Safety, upkeep, longevity and saving money are NECC Maintenance Department's top priorities. As NECC is one of the older correctional facilities within Massachusetts, there are many maintenance issues that arise on a day-to-day basis. The maintenance department was successful in installing over 100 observation windows for the Farm Dormitory building which was built in 1937. Correction Officers can now see into the inmate cells with a peripheral view. In addition, by utilizing inmate labor for NECC's cell door project, the maintenance department was able to save an amazing \$206,000!

Just over the last year, NECC's Industrial Instructors, including Fran Garrity and myself, completed and saved money on the following projects: installed over 4000 feet of coaxial cable to be used as a master antenna system in inmate housing buildings, installed three separate split AC systems, installed a new heating and alarm system for the gymnasium, remodeled 20 shower units and installed stainless steel sinks, fabricated and built TV stands for inmate rooms, installed a water temperature mixing station for both housing units, and upgraded the heating system in the Farm Dormitory. These efforts saved the DOC over \$277,000.



Mr. Auger of
Nagog Hill Farms
& Christopher
Lakey





CO Baron Rodrigues in front of one of the watchtowers at OCCC.

Best wishes CO Rodrigues on all your future en-

From CO to preacher

By Diane Wiffin

"I went from a project kid to a CO to a preacher," said Baron Rodrigues, a Correction Officer at Old Colony Correctional Center. "I grew up in the Presidential Heights projects in New Bedford after moving from my birthplace in Brooklyn. Lt. Ernie Santos recruited me to be a CO. He said we needed people who were streetwise."

And so 21 years ago, CO Rodrigues began his career with the DOC at Bridgewater State Hospital. He plans to retire from OCCC in July and begin a new career as a fulltime pastor at the First Baptist Church in Bellingham.

"I didn't plan this. I guess God did," said CO Rodrigues. After spending almost five years at BSH, he also worked at MTC, Bridgewater Addiction Center, SECC, MCI Concord, and then came to OCCC in 2002. "In 1997, I started learning the Bible, and at a revival, had a call to preach."

While a CO, he went to four years of college at New England Baptist Theological Institute, graduating in 2001. He became a guest preacher and fill-in preacher at churches in

Dartmouth and Rhode Island. After a period as an interim pastor at the First Baptist Church, he became its fulltime pastor in November 2007. As much as he's looking forward to new challenges, he is sad to leave his co-workers at the DOC.

"You develop relationships with the guys you work with, you develop a bond working behind the wall that no one else can understand," said CO Rodrigues. "Wearing a uniform and working in public safety, there's something inside a CO that says 'I'm going to be a part of doing good, protecting family and friends, despite being under the limelight.'"

"As a CO, there is a limited reward. Every now and then you can say something to an inmate you may never see again and you don't know if you had an impact," said CO Rodrigues. "Kids used to want to be policemen or firemen, but they don't have a lot of positive role models now. I'm looking forward to seeing lives change for the better. I want to reach youth before they come to a place like this. Hopefully, I could be a mentor in somebody's life by giving back to the community by giving of myself."

Diversity Commitment

By Sandy Genoa

On January 30, 2007 Governor Patrick reaffirmed the Commonwealth's commitment to diversity. In doing so, the Department of Correction's directive was to develop and implement mandates set forth in the newly created Executive Order 478 into our 2008-2009 Affirmative Action and Diversity Plans, and establish timeframes for the implementation and completion of these directives. The development, executive review and approval of these plans are now completed and can be found on the department's intranet under the Office of Affirmative Action.

The policies spelled out in Executive Order 478 apply to all state agencies in the Executive Branch including all executive offices, boards, commissions, agencies, departments, divisions, councils, bureaus and offices. State Agencies are directed to develop and implement their Affirmative Action/Diversity Plans to identify and eliminate discriminatory barriers in the workplace; remedy the effects of past discriminatory practices; identify, recruit, hire, develop, promote, and retain employees who are members of under-represented groups; and ensure diversity and equal opportunity in all facets, terms, and conditions of state employment. The plans also set forth specific goals and timetables for achievement and must comply with all applicable state and federal laws, and be updated, at a minimum, every two years.

Also, part of this new initiative states that all state agencies must provide mandatory diversity training to all staff by certified diversity instructors. Instructor certifications are only awarded to individuals who have completed the State Office of Diversity/EEO training for trainer's curriculum on this subject matter. Employees were selected to become certified instructors based on their ability to bring staff together with different viewpoints based on their cultural background, gender, ethnicity and other diverse dimensions to allow for creativity that otherwise might not be put in motion.

Our agency also recognizes that the definition of diversity expands beyond race, ethnicity, and sex to include thinking style, educational background, geographic location, generations, avocation, lifestyle, sexual orientation, work experience and more. We must become a progressive agency by working to expand racial and ethnic diversity, while at the same time redefining it by placing emphasis on recruitment and selection of new staff members.

I encourage you to review both plans. They can be found on the Office of Affirmative Action web-site. If you are interested in joining a committee or have any questions regarding the Affirmative Action/Diversity Plans, please contact the Office of Affirmative Action.

Professional Image

By Charles Lyons

The moment that you walk through the front doors, you are "under a microscope." Inmates, patients and other staff are observing your behavior and forming opinions based on their observations. Unfortunately, these people do not keep their opinions confidential. Before long even those who have had no contact with you may have already formed an opinion. If your "Professional Image" is borderline or less than acceptable, the perceptions formed by your co-workers may be long lasting or permanent.

What is professional image? Professor Laura Roberts of the Harvard Business School defines it as "the set of qualities and characteristics that represent perceptions of your competence and character as judged by your key constituents (i.e., clients, superiors, subordinates, colleagues)." She further breaks it down to two components, "desired professional image" and "perceived professional image."

Desired professional image is what you want others to have of you. Perceived professional image is what others already have of you. The closer both perceptions are to each other, the better your professional image will be. Take control of your desired professional image and the perceived professional image will fall into line. Do not allow others to form an undesired image based on their perception.

Factors to consider in managing your image:

Dress Speak
Communications
Social Interaction

"Dress Speak"

Every professional workplace has a dress code, written and/or unwritten. At a minimum, adhere to the written policy and be mindful of any unwritten dress codes. The manner in which you dress can speak volumes about you. Personal hygiene and body language must also be considered as parts of dress speak.

Communications

How you communicate to your co-workers and inmates/patients will also impact your professional image. You need to identify your personal style and recognize its impact on others. There are four styles of communication: aggressive, concealed aggressive, passive and assertive. The most desirable style is assertive.

Social Interaction

There exist invisible boundaries in all aspects of social interaction. In our line of work, those boundaries need to be more clearly defined for the safety of all. How we should interact with inmates/patients can be summed up with one simple phrase, "friendly but not familiar." In dealing with our co-workers, the same philosophy may be advisable in most situations.



Desired professional image is what you want others to have of you. Perceived professional image is what others already have of you. The closer both perceptions are to each other, the better your professional image will be.



Responsible, Respectful, Honest, Caring

Harold W. Clarke, Commissioner



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Brenda Melanson
Charles Neudorfer II
John O'Malley
Paul Ruane
Cara Savelli
Kyra Silva
Gary Temple
Michael Thomas
Diane Wiffin

When the Shift Ends By Cara Savelli
William Dupree

Director Div. Staff Development

After running the Boston Marathon in 1987, Bill Dupree decided it was time to train for it again. In April 2007, he completed his second run of the Marathon. Bill has been running recreationally for the past 12 years, something he started to do when he needed to find an alternative fitness plan to stay in shape without distressing an injured shoulder. Training for the marathon started approximately three months in advance. He said he started with a lower intensity run of about six miles, three times a week. As time passed he added more miles to each run and eventually added a longer run on one of the weekend days to increase his endurance. When asked if he thought running influenced his work life he explained that he found training to be in a marathon “an individual challenge that takes one through a lot of life lessons.” Running taught him the importance of strength, endurance and most of all commitment. It was these qualities that he felt made him a better leader and public service



employee. For those of you thinking of beginning a running regime Bill believes, “Running is one of the best fitness programs you can do.” So go ahead, you can do it!

Bill trained for and ran the Boston Marathon 2007 with:
Lt. Todd Richards
Lt. Robert Lashua
Industrial Instructor Gerald McCarthy
CPO Patrick Leary

Retirements: January- February

Steven Archibald	Herbert Hanson	Daniel Lussier	Gordon Senee	Donald Wright
Gary Arruda	Andrew Johnston	Norman Lussier	William Thran	
Gerard Audette	Kerby Keefe	Rose Machado	Christopher Travers	
George Delancy	Ronald Krause Jr	Michael McCarthy	Stephen Trosky	
Martin Doto	Paul LaFrance	James McNamara	Steven Vieira	
Peter Driver	Daniel Lallier	Thomas McNeeley Jr.	Jeffrey Vipon	
Robert Egan	Robert Laverdure	Ruth Nauyokas	Norman Webb	
Gordon Gillis	Donald Leclair	Robert Owens	Diana Wiley	
Leonard Godfroy Jr.	Carol Longan	John Paiva	Wayne Woodis	

Promotions: January- February

Robert Balfour	Annette Martello
Robert Bardier	Vincent Pimental Jr.
Scott Blake	William Scanlan
Heather Hall- Martin	Robbin Silvia
Jeffrey Lee	Donald Sweeney Jr.